PADMIL KHANDELWAL

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SUMMARY

Seasoned Technical Product Manager with expertise in enterprise B2B SaaS product management in Fintech space and a proven record of delivering high-impact, solutions impacting over $25 million worth of transactions. Specialized in leveraging AI technologies such as LLMs and conversational AI agents to streamline user experiences and boost ROI; targeted to touch 100K users. Employed design thinking and modern UI/UX for product development, leading to a 25% increase in customer satisfaction.

PROFESSIONAL EXPERIENCE

Oracle, USA   *Mar 2021 - Present*
Senior Product Manager, Fusion ERP Financials

o Led development of **chatbots / conversational AI** assistants for the self-service expense reporting using **NLU** & **NLP** which enables users to auto-submit **corporate credit card** expenses; successfully processed $2 million in corporate expenses.
o Created a new **B2B service** for **virtual card payments** by partnering up with key card networks and banking institutions; revolutionizing **procure-to-pay** and expediting payment processing by 40%, targeted to process $5 million in the initial deployment.
o **Researched** & prototyped various practical applications for **Generative AI** & **Retrieval-Augmented Generative** (RAG) & via **prompt engineering**; resulted in decreasing development effort of an FAQ skill by 70% & increasing goal completion rate by 20%.
o Designed a push **notifications** & **messaging** (application-initiated conversation) strategy for our next-gen PWA applications across all platforms to reach out to 10K+ self-service users & gather their **feedback** to use for future roadmap.
o Teamed up with the **search platform** team to enable search across 100+ business objects via **Elasticsearch.** Boosted search success on structured, and semi-structured documents rate by 40% and slashed average search time by 60%.
o Collaborated **cross-functionally** with UX/strategy/legal & GTM teams to create **product roadmap**, product vision and led research on **next-generation** products powered by AI, LLMs and **modern user experiences**, which Oracle ERP be on top of all analyst reviews.
o Formulated the **Go to Market** & **pricing strategy** for the new **SaaS SKU** to solve a requested feature by 100+ customers.

IBM, USA   *June 2020 - Aug 2020*
Senior Data Scientist Intern, Global Business Services

o Created an **enterprise search engine** that **scraped** information from the intranet using web-crawlers; used **OCR** to convert images to searchable text and utilized document understanding support 100,000 searches & **replace Google's** Enterprise Search engine.
o Devised a **propensity model** in python to **predict** if customers will default on a bill using Random Forest Classifier with 87% accuracy.
o Developed a conversational experience with **Natural Language Understanding** capabilities to enable **asynchronous chats** with high-risk customers for financial assistance using Watson Assistant with a potential to save > $500,000 in **uncollectible** receivables.

Larsen & Toubro Infotech Ltd, India   *July 2017 - June 2019*
Software Engineer Full Stack, Fosfor

o Initiated **strategic discussions** with the product owner and engaged with customers to create/influence roadmap of our SaaS data product that **analyzes terabytes** of data to generate cognitive insights with 40% less time for informed decision-making.
o **Led the front-end** team of 5 to executing a comprehensive **business intelligence** module that allowed users to **create personalized dashboards**, reports with no-code by using various data profiling techniques, decreasing the need for data analysts by 25%.
o Architected an **innovative UI** platform featuring a wide array of **AI frameworks** and templates to facilitate ML model development, training, and customization, resulting in an 400% decrease in time used in creating production ready data science applications.

EDUCATION

Carnegie Mellon University, USA
MS in Information Systems Management
University of Petroleum and Energy Studies, India
BS in Computer Science with Specialization in Analytics

SKILLS

Languages: Python, Java, JavaScript, Typescript, SQL, NoSQL, Angular, React, Node.js, HTML / CSS
Functional Skills: Agile Development, Lean Product Management, Wireframing/UX, Data Analytics, Consulting
Cloud Technologies: Oracle Cloud Infrastructure, IBM Cloud, AWS, Azure
Data Science: Scitkit, Jupyter, Hadoop, Spark, Kafka, Apache Airflow, LLMs , Generative AI , Prompt Engineering

LEADERSHIP & AWARDS

o **Silver Spot Award,** Oracle   *June 2022*
o **Certified Cloud Practitioner**, AWS   *Aug 2020*
o **Licensed Scrum Master & Product Owner,** Scrum Inc   *May 2020*